

25. An automated parallel and redundant subscriber contact and event notification system, comprising:

at least one central processing unit including a memory storage means containing a database of subscriber and sensor records with data representing the identity of a subscriber or representative, identity of remote event sensors associated with the subscriber, identity of the location of each respective subscriber event sensor, identity of the trigger events that are received from each respective triggered sensor, and a list of telephone numbers and communication channels to be called or notified electronically upon the occurrence of each specific trigger event;

a signal receiving and decoding means connected with said central processing unit for receiving an encoded event signal from a triggered event sensor, extracting data from said received event signal representing the identity and location of said triggered sensor, the identity of the triggering event, and the identity of the subscriber or representative associated with the triggered event sensor;

record processing means associated with said central processing unit for retrieving from said database, in response to said received event signal, the subscriber record corresponding to said triggered event sensor, and the list of telephone numbers and communication channels to be called or notified electronically corresponding to the specific trigger event;

message formatting means connected with said central processing unit for formatting an event-specific message containing information and data received from said triggered sensor; and

telephony processing and electronic communication means connected with said central processing unit for placing a call and initiating electronic messages simultaneously to all of the telephone numbers and communications channels on said list corresponding to the specific trigger event, and, upon a call being answered or communication established through a communication channel, delivering said event-specific message.

26. The system according to claim 25, wherein

said message formatting means formats said event-specific message to contain information and data selected from the group consisting of the identity, date, time and location of said triggered sensor and specific information gathered of the triggering event.

27. The system according to claim 25, further comprising:

telephone switching and conferencing means connected with said central processing unit and said telephony processing and communication means for connecting an authorized subscriber or call recipient, in direct communication with a predetermined or selected telephone number.

28. The system according to claim 25, wherein

said signal receiving and decoding means comprises means for receiving and decoding encoded signals selected from the group consisting of DTMF signals, digital data packet DDP signals, wireless data signals, wireless cellular signals, wireless control channel signals, alarm signals, alarm central monitoring station signals, radio frequency RF signals, and wireline signals.

29. The system according to claim 28, wherein

said signal receiving and decoding means comprises a signal receiving and processing device selected from the group consisting of a modem, a communication channel network interface card, digital signal processor DSP, a wireless transceiver, a wireline device, an alarm central monitoring station receiver or system, and a radio frequency RF transceiver.

30. The system according to claim 25, wherein

said telephony processing and communication means comprises means for placing a call and initiating electronic messages simultaneously over communications channels selected from the group consisting of publicly switched telephone network (PSTN), a direct wired connection, wireless communications network, cellular communications network, alarm central monitoring station connection, a paging network, Internet network connection, email network connection, intranet connection, radio frequency RF channels and networks, and electronic messaging systems.

31. The system according to claim 30, wherein

said telephony processing and electronic communication means connected with said central processing unit are configured to place a call and initiate electronic messages based upon the input of a timer, a preprogrammed schedule, or upon failure to receive a signal from an event sensor.

32. The system according to claim 25, wherein

said message formatting means includes means for selectively formatting said message into formats selected from the group consisting of DTMF tones, voice, text, fax, email, pager, alarm signals, electronic and digital.

33. The system according to claim 25, wherein

said database of subscriber records includes at least one fax number or email address of a contact entity to be notified upon the occurrence of each specific trigger event; and

said message formatting means comprises means for formatting said message into a digital format capable of being displayed and printed as a text message upon being received.

34. The system according to claim 25, further comprising:

input means connected with said central processing unit for receiving input whereby the subscriber records may be created, recorded, retrieved, viewed, edited and/or updated.

35. The system according to claim 34, wherein

said input means connected with said central processing unit allows input from an authorized subscriber whereby the authorized subscriber may create, record, retrieve, view, edit and/or update his particular subscriber record.

36. The system according to claim 34, wherein

said input means comprises means for receiving input whereby the messages to be delivered, the format in which said messages are to be received, the desired communications channels, and message options may be selectively created, edited, recorded, or chosen, and wherein commands, responses, and actions which the system will take may be programmed and scheduled.

37. The system according to claim 34, wherein

said input means comprises means for receiving input from an authorized subscriber whereby the authorized subscriber may selectively create, record and edit messages to be delivered, designate the format in which said messages are to be received, the desired communications channels, message options, and program and schedule commands, responses, and actions which the system will take.

38. The system according to claim 34, wherein

said input means comprises an interactive interface device selected from the group consisting of an Internet interface connection, another computer, an alarm central station interface, a telephone interactive voice response device (IVR), speech recognition device, and text-to-speech device.

39. The system according to claim 25, further comprising:

a network of remote alarm central stations or security service companies having subscriber security systems connected via a network connection in communication with said central processing unit whereby said automated parallel and redundant subscriber contact and event notification system selectively locates, contacts, delivers subscriber messages, and/or places them in direct communication with the respective alarm central station or security service company for subsequent action.

40. The system according to claim 25, further comprising:

a network of alarm central stations or security service companies having subscriber security systems connected via a network connection in communication with said central processing unit whereby said automated parallel and redundant subscriber contact and event notification system supplements, backs up, or replaces the system of the alarm central station or security service company.

41. The system according to claim 25, wherein

said record processing means records and stores a complete retrievable historical record of each command, trigger, event, and related message and notification transactions.

42. In an automated parallel and redundant subscriber contact and event notification system that monitors a plurality of sensors and events that may trigger the sensors, receives encoded event signals from the sensors, and delivers messages relative thereto, an event-specific message comprising:

an event-specific message delivered simultaneously to a plurality of telephone numbers and communication channels in a format selected from the group consisting of DTMF tones, voice, text, fax, email, pager, alarm signals, electronic and digital;

said event-specific message delivered in response to receiving an encoded event signal from a triggered sensor and containing information and data regarding the triggered sensor and the specific trigger event.

43. The event-specific message according to claim 42, wherein

said event-specific message is formatted to contain information and data selected from the group consisting of the identity, date, time and location of a triggered sensor, and specific information gathered of an event that triggered the sensor.

44. A method for automated parallel and redundant subscriber contact and event notification, comprising the steps of:

providing a central processing unit having a database of subscriber records encoded with data representing the identity of a subscriber or authorized representative, the identity of remote event sensors associated with the subscriber, identity of the location of each respective subscriber event sensor, identity of trigger events that trigger each respective sensor, and a list of telephone numbers to be called, and communication channels to be notified electronically upon the occurrence of each specific trigger event;

receiving and decoding an encoded event signal from a triggered event sensor, extracting data from said received event signal representing the identity and location of said triggered sensor, the identity of the triggering event, and the identity of the subscriber associated with the triggered event sensor;

retrieving from said database, in response to said received event signal, the subscriber record corresponding to said triggered event sensor, and the list of telephone numbers and communication channels to be called or notified electronically corresponding to the specific trigger event;

formatting an event-specific message containing information and data received from said triggered sensor; and

placing a telephone call and initiating communication simultaneously to all of the telephone numbers and communication channels on said list corresponding to the specific trigger event, and, upon a call being answered or communication established through a communication channel, delivering said event-specific message.

45. The method according to claim 44, wherein

said step of formatting an event-specific message comprises formatting said event-specific message to containing information and data selected from the group consisting of the date, time, identity and location of said triggered sensor, and specific information gathered of the triggering event.

46. The method according to claim 44, comprising the additional step of:

telephonically connecting an authorized subscriber or representative in direct communication with a predetermined or selected telephone number.

47. The method according to claim 44, wherein

said step of receiving and decoding comprises selectively receiving and decoding encoded signals selected from the group consisting of DTMF signals, digital data packet DDP signals, wireline signals, wireless data signals, wireless cellular signals, wireless control channel signals, alarm signals, alarm central monitoring station signals, and radio frequency RF signals.



48. The method according to claim 44, wherein

said step of placing a call and initiating communication simultaneously comprises placing said call and initiating communication over communications channels selected from the group consisting of publicly switched telephone network (PSTN), a direct wired connection, wireless communications network, cellular communications network, alarm central monitoring station connection, paging network, Internet network connection, email network connection, intranet connection, radio frequency RF channels and networks, and electronic messaging systems.

49. The method according to claim 44, wherein

said step of formatting said message comprises formatting said message into formats selected from the group consisting of DTMF tones, voice, text, fax, pager, email, alarm signals, electronic, and digital.

50. The method according to claim 44, wherein

said step of providing a database of subscriber records includes providing at least one fax number or email address of a contact entity to be notified upon the occurrence of each specific trigger event; and

said step of formatting said message comprises formatting said message into a digital format capable of being displayed and printed as a text message upon being received.

51. The method according to claim 44, comprising the additional steps of:

allowing said subscriber records to be selectively created, retrieved, viewed, edited and updated.

52. The method according to claim 51, including the additional steps of:

allowing said messages to be delivered, the format in which said messages are to be received, the desired communication channels, and message options to be selectively created, retrieved, viewed, edited, updated and recorded, and the commands, responses, and actions which the system will take to be programmed and scheduled.

53. The method according to claim 52, wherein

said steps of selectively creating, retrieving, viewing, editing, recording and updating programming and scheduling is carried out via an interactive interface device selected from the group consisting of an Internet interface connection, another computer, an alarm central station interface, a telephone interactive voice response device (IVR), speech recognition device, and text-to-speech device.

54. The method according to claim 53, wherein

said authorized subscriber selectively enters information via an Internet website by typing the information in text form.

55. The method according to claim 53, wherein

said interactive voice response device presents an audible menu of system commands and options and said authorized subscriber selectively enters information responsive thereto via voice response or by pressing DTMF touchtone keypads of the telephone being used.

56. The method according to claim 44, wherein

said calls are placed and electronic messages are initiated based upon the input of a timer, a preprogrammed schedule, or upon failure to receive a signal from an event sensor.

57. The method according to claim 44, comprising the further steps of:

connecting said central processing unit in communication with a network of remote alarm central stations or security service companies having subscriber security systems whereby said automated parallel and redundant subscriber contact and event notification system selectively locates, contacts, delivers subscriber messages, and/or places them in direct communication with the respective alarm central station or security service company for subsequent action.

58. The method according to claim 44, comprising the further step of:

connecting said central processing unit in communication with a network of remote alarm central stations or security service companies having subscriber security systems whereby said automated parallel and redundant subscriber contact and event notification system supplements, backs up, or replaces the system of the alarm central station or security service company.

59. The method according to claim 44, comprising the further step of:

recording and storing a complete retrievable historical record of each command, trigger, event, and related message and notification transactions.